



International
Labour
Organization

► ILO e-Sourcing Platform

Supplier User Guide – Version 5

ILO PROCUREMENT

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2. Glossary

Buyer – in all occurrences in this document identifies the ILO

Pre-solicitation – general term to identify RFIs (Requests for Information), and EOIs (Expressions of Interest)

Procurement type – general term for RFPs (Requests for Proposals), RFQs (Requests for Quotation) and ITBs (Invitations to Bid)

RFX – general abbreviation for all pre-solicitations and procurement types

UNGM - The United Nations Global Marketplace (UNGM) is the official procurement portal of the United Nations System. The UNGM portal brings together UN procurement staff and suppliers interested in doing business with the United Nations.

3. How to access ILO Tenders

The ILO e-Sourcing System is integrated with the United Nations Global Marketplace portal (www.ungm.org). Please find below instructions on how to access the e-tender documentation.

3.1. Authenticating to the UNGM portal

To access ILO e-tenders, log into your UNGM account by clicking on “Log in” at the top right-hand corner of the webpage.

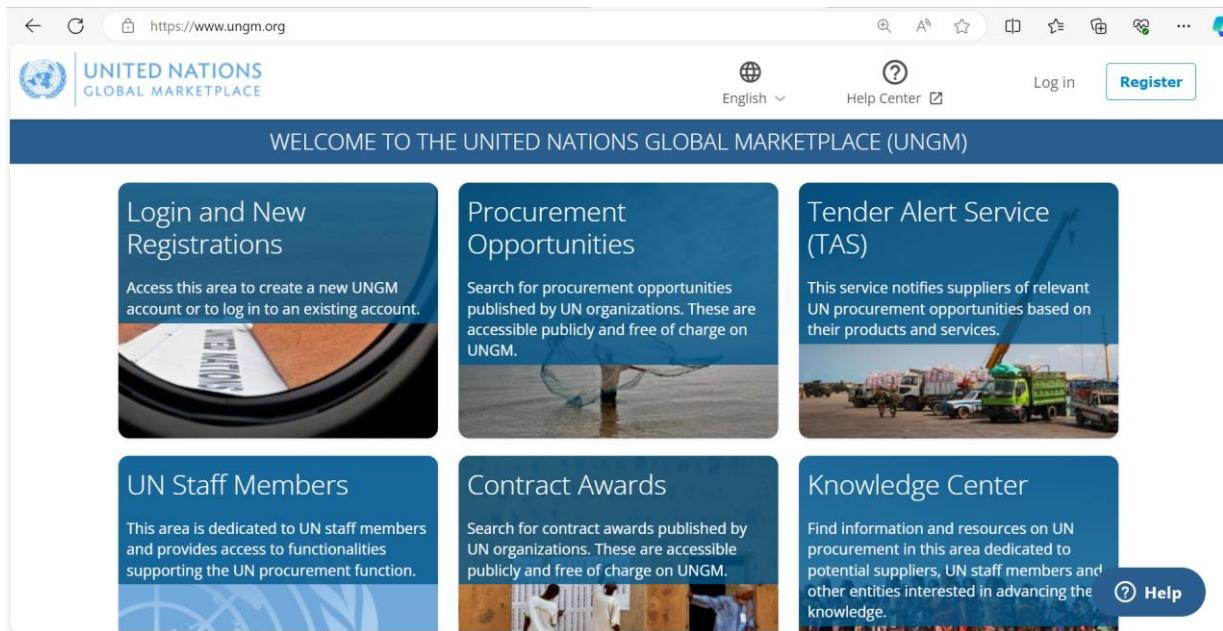


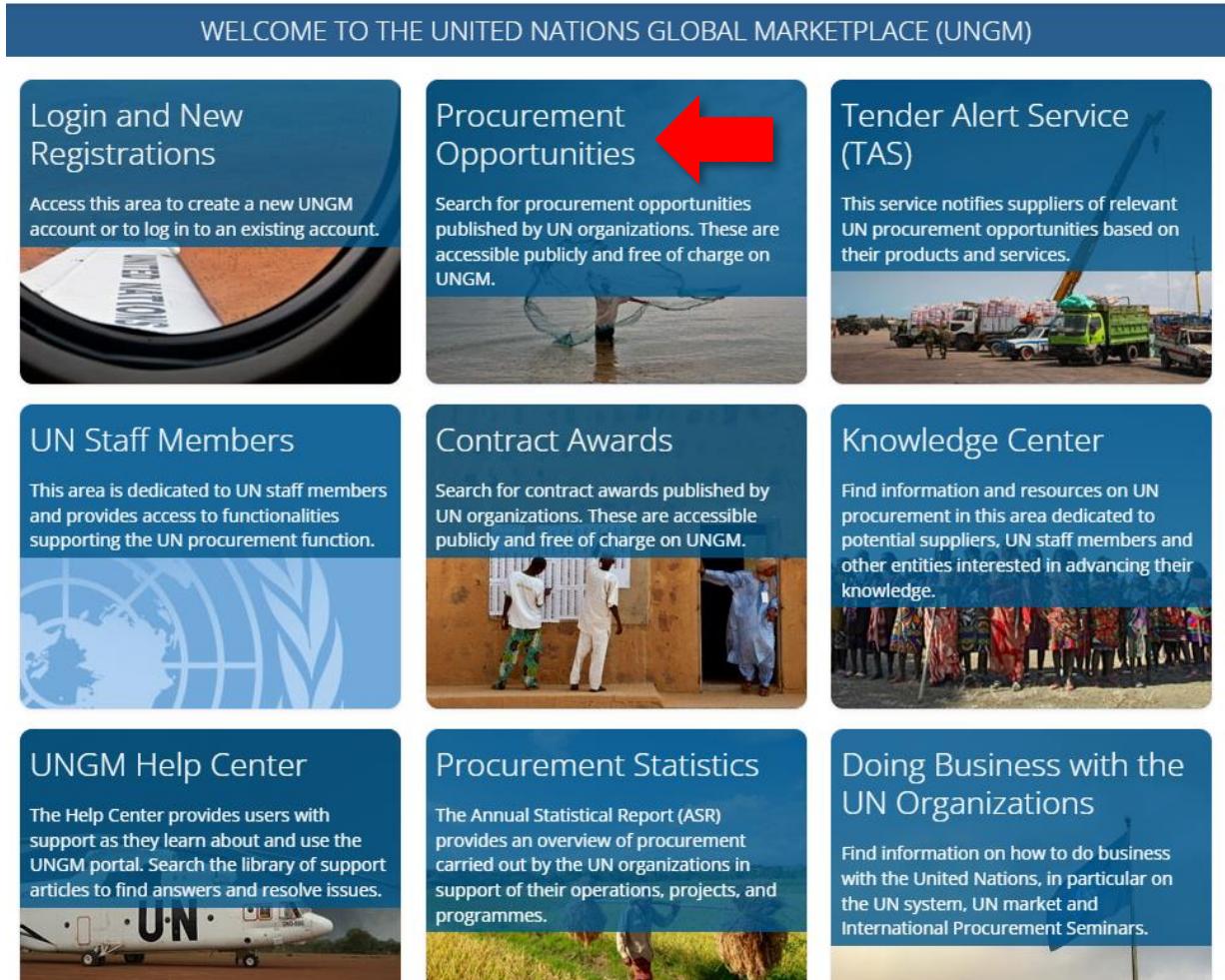
Figure 1: UNGM Portal

IMPORTANT: If you do not remember your credentials, please use the “forgotten password” functionality.

If you do not have an account, you can register your company by clicking on the “Register” button. Registration at basic level is sufficient as the ILO does not require level 1 and 2 registrations. Make sure the ILO is selected in the organization list during registration to ensure that you can view ILO tenders.

IMPORTANT: For queries and additional support related to the UNGM portal, please click the question mark icon on top of the page for the UNGM Help Centre.

From the United Nations Global Marketplace (UNGM) homepage <https://www.ungm.org>, click on "Procurement Opportunities".



WELCOME TO THE UNITED NATIONS GLOBAL MARKETPLACE (UNGM)

Login and New Registrations
Access this area to create a new UNGM account or to log in to an existing account.

Procurement Opportunities 
Search for procurement opportunities published by UN organizations. These are accessible publicly and free of charge on UNGM.

Tender Alert Service (TAS)
This service notifies suppliers of relevant UN procurement opportunities based on their products and services.

UN Staff Members
This area is dedicated to UN staff members and provides access to functionalities supporting the UN procurement function.

Contract Awards
Search for contract awards published by UN organizations. These are accessible publicly and free of charge on UNGM.

Knowledge Center
Find information and resources on UN procurement in this area dedicated to potential suppliers, UN staff members and other entities interested in advancing their knowledge.

UNGM Help Center
The Help Center provides users with support as they learn about and use the UNGM portal. Search the library of support articles to find answers and resolve issues.

Procurement Statistics
The Annual Statistical Report (ASR) provides an overview of procurement carried out by the UN organizations in support of their operations, projects, and programmes.

Doing Business with the UN Organizations
Find information on how to do business with the United Nations, in particular on the UN system, UN market and International Procurement Seminars.

Figure 2: United Nations Global Market web portal

3.2. Searching for tenders issued by the ILO

From the left-side menu, click on "Procurement Opportunities". The Search Engine enables you to identify a tender either by its reference, title, or by UN Organization. To view ILO e-tenders, remove the dates in both cells by clicking "Clear All", then click on the "Show more criteria" button on the upper right-hand side and select "ILO" from the drop-down menu. The system will automatically show all the active tender notices issued by the ILO.

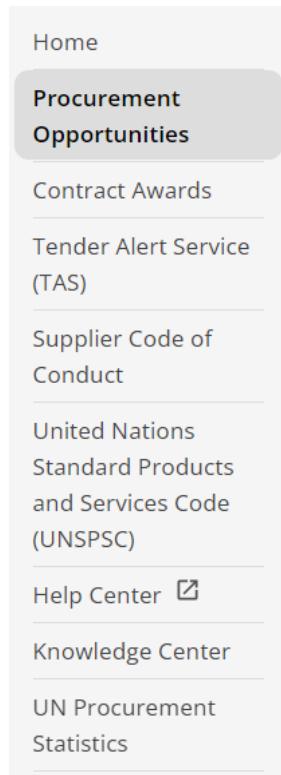
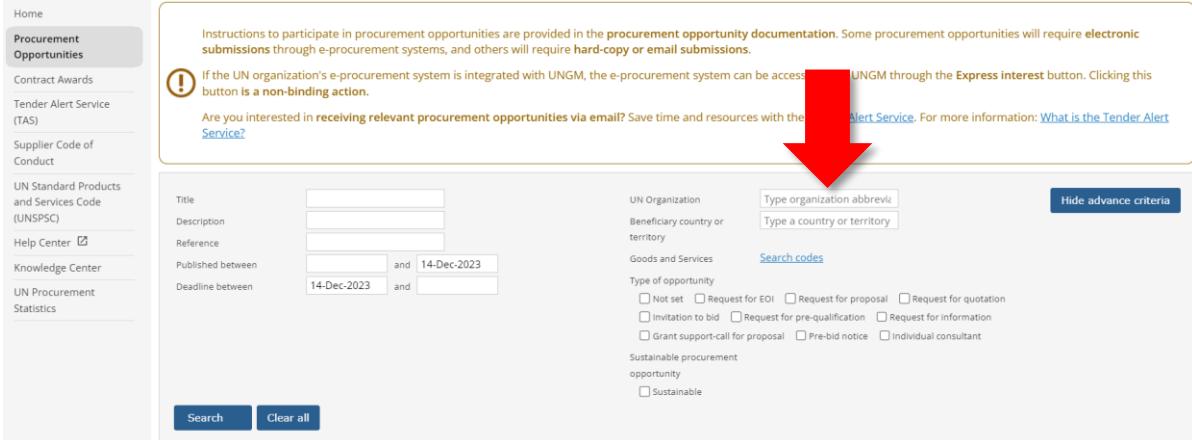


Figure 3: UNGM Procurement Opportunities

The UNGM Search Engine enables you to identify a tender either by its reference, title, or by UN Organization. To view ILO e-tenders, remove the dates in both cells by clicking “Clear All”, then click on the “Show more criteria” button on the upper right-hand side and select “ILO” from the drop-down menu. The system will automatically show all the active tender notices issued by the ILO.

Figure 4: UNGM Search functionality

In the field UN Organization, please type in “ILO” and select from the drop-down list. The system will automatically display active tender notices published by the ILO.



Home
Procurement Opportunities
Contract Awards
Tender Alert Service (TAS)
Supplier Code of Conduct
UN Standard Products and Services Code (UNSPSC)
Help Center
Knowledge Center
UN Procurement Statistics

Instructions to participate in procurement opportunities are provided in the procurement opportunity documentation. Some procurement opportunities will require electronic submissions through e-procurement systems, and others will require hard-copy or email submissions.

If the UN organization's e-procurement system is integrated with UNGM, the e-procurement system can be accessed through the UNGM through the **Express interest** button. Clicking this button is a non-binding action.

Are you interested in receiving relevant procurement opportunities via email? Save time and resources with the **Tender Alert Service**. For more information: [What is the Tender Alert Service?](#)

Title:
Description:
Reference:
Published between: and 14-Dec-2023
Deadline between: and 14-Dec-2023

UN Organization: Type organization abbreviation
Beneficiary country or territory: Type a country or territory

Goods and Services: [Search codes](#)
Type of opportunity:
 Not set Request for EOI Request for proposal Request for quotation
 Invitation to bid Request for pre-qualification Request for information
 Grant support-call for proposal Pre-bid notice Individual consultant
 Sustainable opportunity
 Sustainable

[Search](#) [Clear all](#) [Hide advance criteria](#)

Figure 5: UNGM Advanced Search for ILO tenders

For a tender you wish to participate in, click on the blue button “**Express Interest**” and the button’s colour will change to green as “**View documents**”. By clicking on the “View documents” button, you will be transferred to the Tender Management page which contains all the e-documentation.

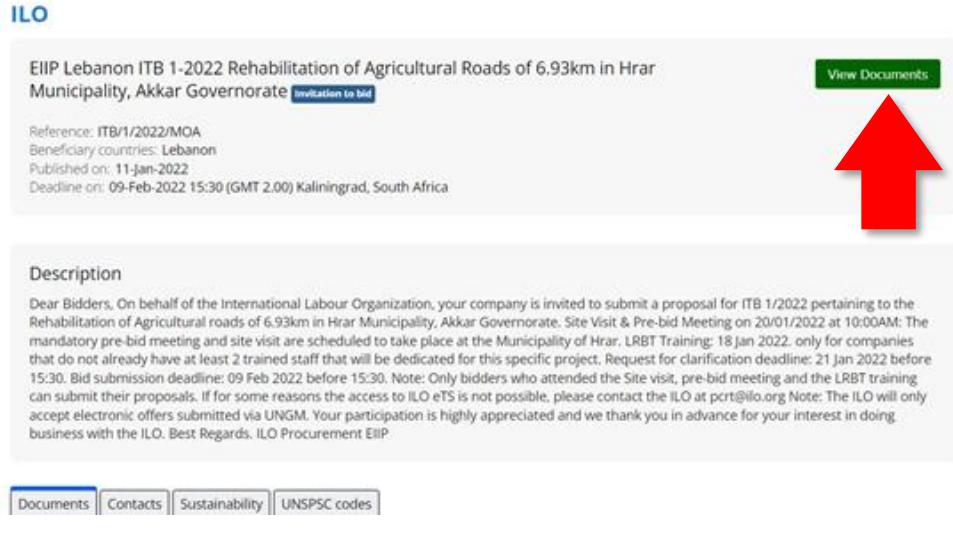
Express Interest	TRANSFORM – Technical Support to the Coordination Hub on Monitoring and Strategic Advocacy (Call for proposals - Individual Consultant)		26-Jan-2022 17:00 (GMT 2:00)	13-Jan-2022	ILO	Request for proposal	106446/22-001	Zambia
View Documents	 EIP Lebanon ITB 1-2022 Rehabilitation of Agricultural Roads of 6.93km in Hrar Municipality, Akkar Governorate		09-Feb-2022 15:30 (GMT 2:00)	11-Jan-2022	ILO	Invitation to bid	ITB/1/2022/MOA	Lebanon

Figure 6: Example of tenders and “Express Interest” vs “View Documents” functionality

IMPORTANT: If you are not directed to the Tender Management page, please inform ILO PROCUREMENT immediately, at pcrt@ilo.org, mentioning your UNGM Supplier ID, the ID of the tender you cannot access and a screenshot of the error. Add any other details you might deem significant for the resolution (special browser, special add-ons, configuration errors, etc).

3.3. Accessing tender documentation

Click on the title of the tender to see further details or if you open the event, you can also click on the “Express Interest” and/or “View Documents” button:



ILO

ITB Lebanon ITB 1-2022 Rehabilitation of Agricultural Roads of 6.93km in Hrar Municipality, Akkar Governorate [Invitation to bid](#)

Reference: ITB/1/2022/MOA
Beneficiary countries: Lebanon
Published on: 11-Jan-2022
Deadline on: 09-Feb-2022 15:30 (GMT 2.00) Kaliningrad, South Africa

Description

Dear Bidders, On behalf of the International Labour Organization, your company is invited to submit a proposal for ITB 1/2022 pertaining to the Rehabilitation of Agricultural roads of 6.93km in Hrar Municipality, Akkar Governorate. Site Visit & Pre-bid Meeting on 20/01/2022 at 10:00AM: The mandatory pre-bid meeting and site visit are scheduled to take place at the Municipality of Hrar, LRBT Training: 18 Jan 2022, only for companies that do not already have at least 2 trained staff that will be dedicated for this specific project. Request for clarification deadline: 21 Jan 2022 before 15:30. Bid submission deadline: 09 Feb 2022 before 15:30. Note: Only bidders who attended the Site visit, pre-bid meeting and the LRBT training can submit their proposals. If for some reasons the access to ILO eTS is not possible, please contact the ILO at pct@ilo.org Note: The ILO will only accept electronic offers submitted via UNGM. Your participation is highly appreciated and we thank you in advance for your interest in doing business with the ILO. Best Regards, ILO Procurement EIIP

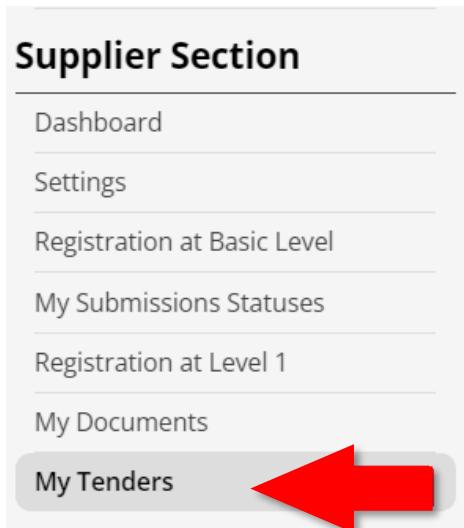
[View Documents](#)

Documents | Contacts | Sustainability | UNSPSC codes

Figure 7: ILO RFx Details and the "View Documents" button

Clicking on the "View Documents" button you will be redirected to the UNGM Identity Center, where your UNGM credentials are required to access the ILO e-Sourcing platform.

Please note that if you have been invited to the tender, you will see the tender on your UNGM dashboard, in the Supplier section, "My Tenders" area:



Supplier Section

Dashboard

Settings

Registration at Basic Level

My Submissions Statuses

Registration at Level 1

My Documents

My Tenders

Figure 8: UNGM Supplier Section

After entering the login details, your permission will be requested to transfer your user profile information to the ILO e-Sourcing platform.

Figure 9: UNGM Identity Center Login Page

Please note that this step is only required the first time you access ILO e-Sourcing platform:

UNcheck the permissions you do not wish to grant.

Personal Information

Your user identifier (required)

User profile 1

Your user profile information (first name, last name, etc.)

Your email address 2

Your UNGM supplier profile 3 (required)

Your UNGM supplier information (UNGM number, company name, etc.)

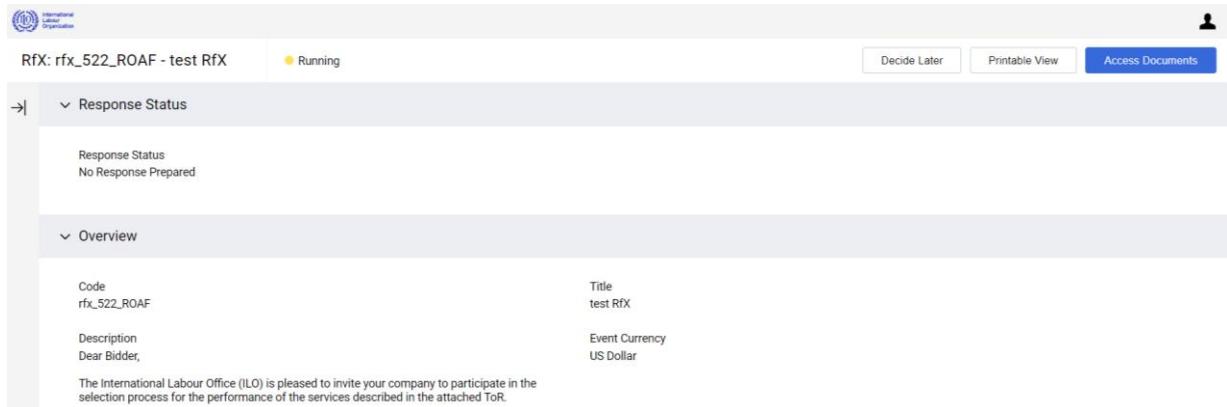
Application Access

Offline access 4

Yes, Allow **No, Do Not Allow**

Figure 10: Granting permissions for accessing the ILO e-sourcing platform

You will then be directed to the ILO e-Sourcing platform where you can access all details of the tender by clicking the "Access Documents" button.

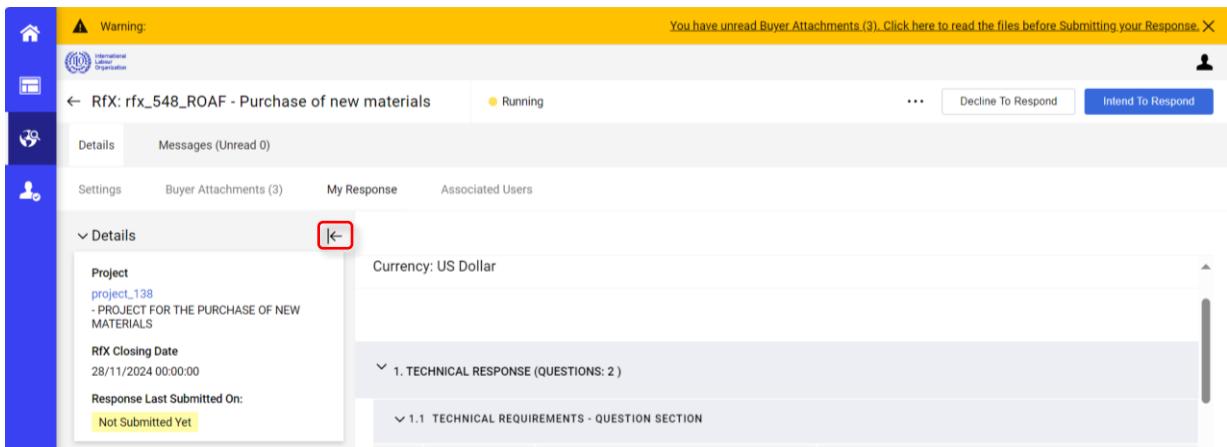


The screenshot shows the ILO e-Sourcing Platform interface for a project titled 'RfX: rfx_522_ROAF - test RfX'. The status is 'Running'. The left sidebar shows 'Response Status' (No Response Prepared) and 'Overview' (Code: rfx_522_ROAF, Title: test RfX, Description: Dear Bidder, Event Currency: US Dollar). The main content area displays a message from the International Labour Office (ILO) inviting companies to participate in the selection process for the performance of the services described in the attached ToR.

Figure 11: ILO e-sourcing platform

3.4. Downloading tender documents

Along with the RFX project title and code, the section on the left, that you can access by clicking on the arrow, displays the closing date and supplier submission status:

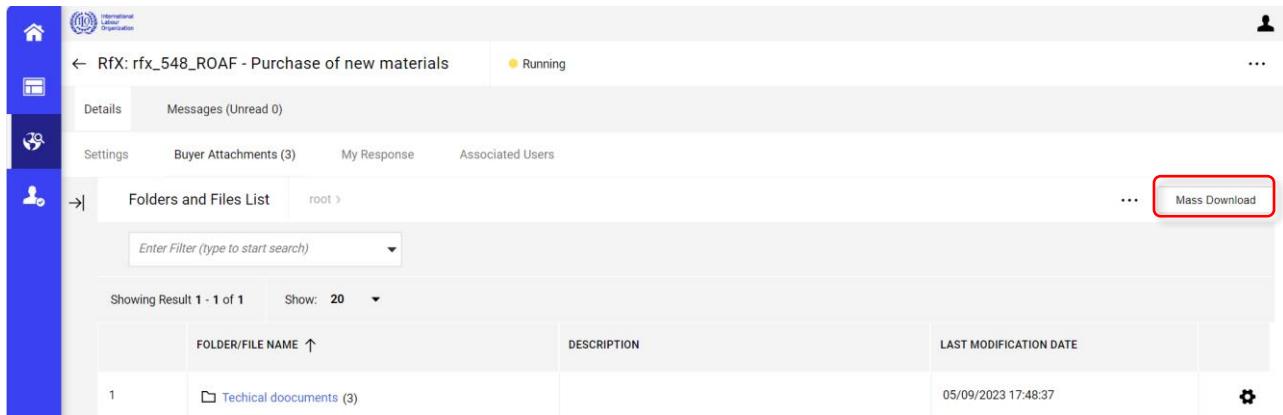


The screenshot shows the RFX project details for 'RfX: rfx_548_ROAF - Purchase of new materials'. The status is 'Running'. The left sidebar shows 'Details' (selected), 'Messages (Unread 0)', 'Settings', 'Buyer Attachments (3)', 'My Response', and 'Associated Users'. The 'Buyer Attachments' section is highlighted with a red box and an arrow pointing to it. The main content area shows the project details (Project: project_138 - PROJECT FOR THE PURCHASE OF NEW MATERIALS, RFX Closing Date: 28/11/2024 00:00:00, Response Last Submitted On: Not Submitted Yet), currency (US Dollar), and a technical response section (1. TECHNICAL RESPONSE (QUESTIONS: 2), 1.1 TECHNICAL REQUIREMENTS - QUESTION SECTION).

Figure 12: Example RFX

If the buyer has provided attachments to the RFX, a link to the attachment(s) will be displayed prominently above the RFX navigation. This action link will take you to "Details" > "Buyer Attachments" area.

Click on the button "Mass Download" to select and download all the documents associated with the tender:



The screenshot shows a web-based application interface for managing tender documents. At the top, there is a header with the ILO logo and the title 'RfX: rfx_548_ROAF - Purchase of new materials'. A status indicator 'Running' is shown with a yellow dot. Below the header, there are navigation links: 'Details', 'Messages (Unread 0)', 'Settings', 'Buyer Attachments (3)', 'My Response', and 'Associated Users'. On the left, a vertical sidebar has icons for Home, List, and User. The main content area is titled 'Folders and Files List' with a 'root' link. A search bar says 'Enter Filter (type to start search)'. Below it, a table shows the results: 'Showing Result 1 - 1 of 1' and 'Show: 20'. The table has columns: 'FOLDER/FILE NAME ↑', 'DESCRIPTION', and 'LAST MODIFICATION DATE'. One row is listed: '1' and 'Technical documents (3)' with a modification date of '05/09/2023 17:48:37'. On the far right of the table, there is a gear icon. At the top right of the main content area, there are three dots and a 'Mass Download' button, which is highlighted with a red box.

Figure 13: Downloading tender documents

4. How to respond to ILO tenders

4.1. Preparing a response

To start the process to respond to the RFX, click on “Intend To Respond”.



Figure 14: Beginning to respond to an RFX

An RFX is composed of, at most, three response envelopes: Qualification, Technical and Commercial.

In the section My Response, you can see the envelopes for the selected tender and you are invited to submit your proposal including the required information as outlined in the tender documents.

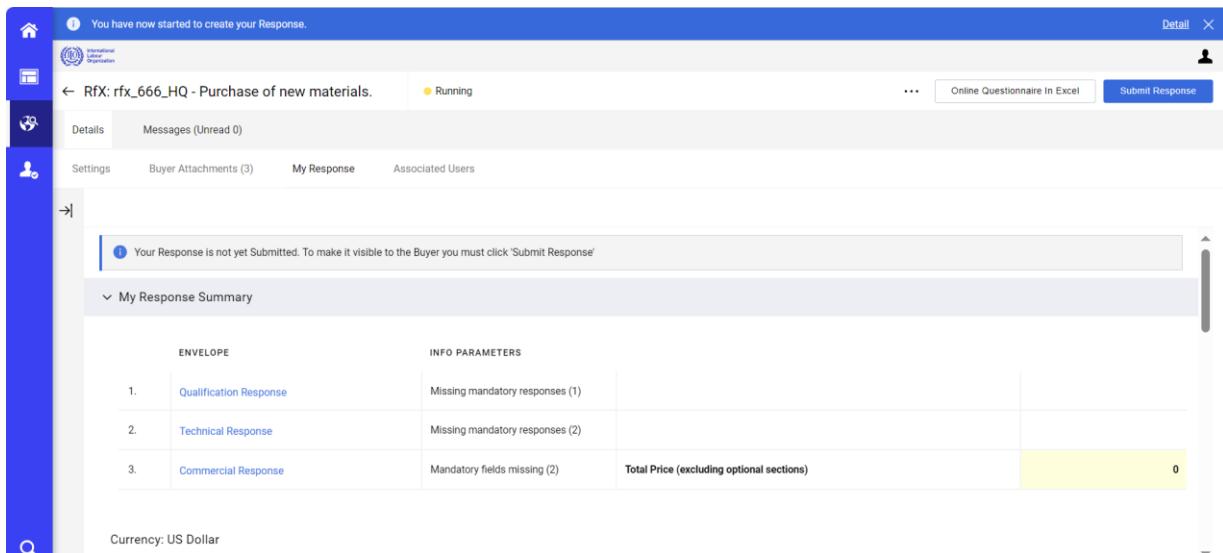
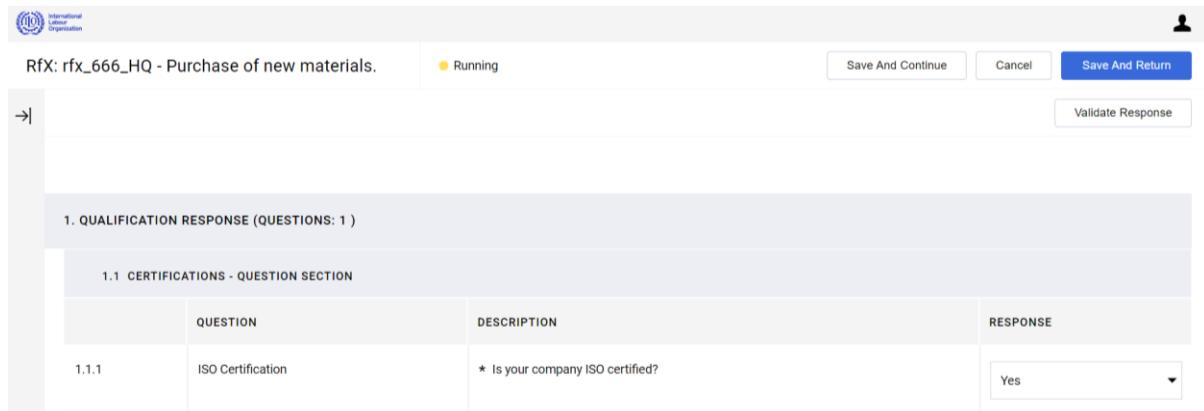


Figure 15: Envelopes associated to a test RFX

Click on the Edit button for each envelope, completing the sections within the envelope and ensure that you save your responses before moving to the next envelope. If applicable, mandatory questions are marked with a *.

Upon completion of a section, click “Validate Response” to ensure that all mandatory questions are answered and that the responses provided are compliant with the required format.

Click Save and Continue to remain in the current envelope. Alternatively, click on Save and Return to exit the current envelope and navigate back to “My Response”.



Rfx: rfx_666_HQ - Purchase of new materials. Running

Save And Continue Cancel Save And Return

Validate Response

1. QUALIFICATION RESPONSE (QUESTIONS: 1)

1.1 CERTIFICATIONS - QUESTION SECTION

	QUESTION	DESCRIPTION	RESPONSE
1.1.1	ISO Certification	* Is your company ISO certified?	Yes

Figure 16: Preparing a response

4.2. Preparing a response offline

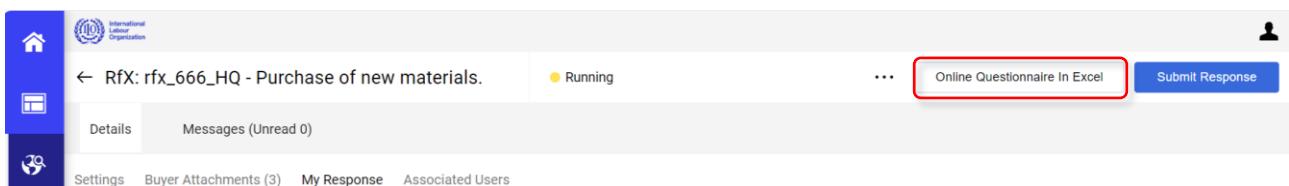
Click the “Online Questionnaire in Excel” button to respond to the Pre-Solicitation or Procurement type offline.

Clicking the link “Download Online Questionnaire in Excel” downloads the questionnaire to your computer in the Excel format. Cells for mandatory responses are color-coded yellow. Cells for optional responses are color-coded blue.

After entering all your responses, save the file and return to the Export/Import Response page.

Use the “Browse” look-up to select your file, then click “Import Items” to upload your response. The system will run a compliance check to ensure that there are no missing rows, invalid responses, or missing mandatory responses. If all validation checks pass, the platform will upload the file. If not, you will be prompted to correct the errors indicated by the system message and you will be required to re-import the questionnaire.

Once your response is successfully uploaded, you will be returned to the My Response page where you can review your responses for accuracy and make any corrections if necessary. You have the option to Save Changes or to Undo All Changes and remove all responses.



← Rfx: rfx_666_HQ - Purchase of new materials. Running

... Online Questionnaire In Excel Submit Response

Details Messages (Unread 0)

Settings Buyer Attachments (3) My Response Associated Users

Figure 17: Online questionnaire

4.3. Submitting a response

When the response is complete, click Submit Response on the “Details” > “My Response” page to submit your offer.

If any mandatory data is missing or invalid, a pop-up box will indicate the fields that must be corrected before the response can be submitted.

After the response is submitted, the status visible in Details>Settings will change from “Response to be Submitted to Buyer” to “Response Submitted to Buyer”.

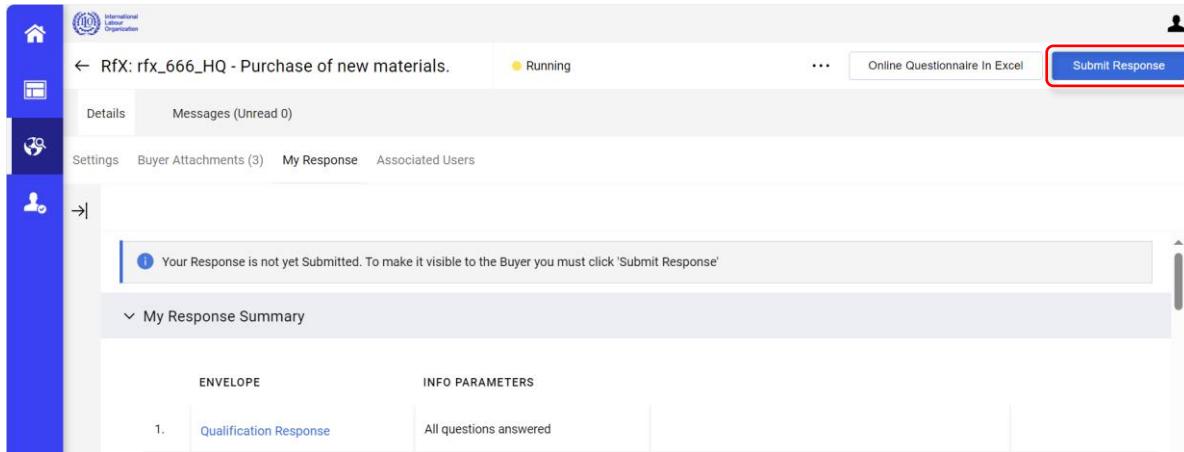


Figure 18: Submitting a response

4.4. Declining to respond

If you choose to not submit an offer, you are presented with a comment field to Enter Decline to Respond Reason Details.

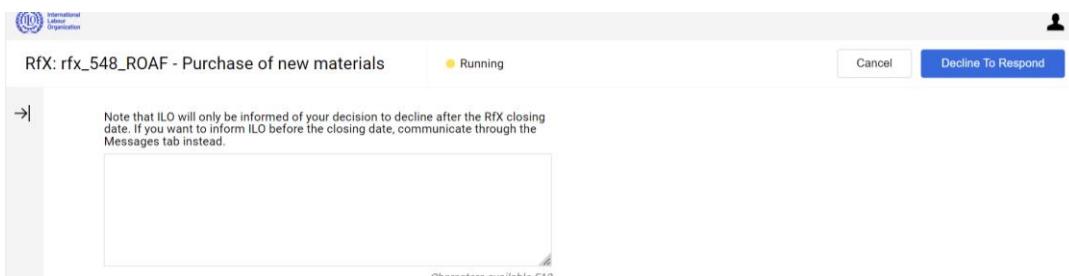


Figure 19: Declining to respond

4.5. Editing and deleting responses

You may edit or delete your responses at any time before the Pre-Solicitation or RFX Closing Date and Time.

To modify responses online, navigate to "Details" > "My Response" and click "Withdraw Response". You will then be able to edit your response as seen in paragraph 4.1. Once all changes are complete, click on Submit Response.

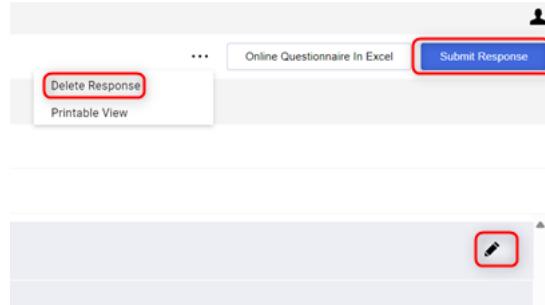
IMPORTANT: The status of a response you modified will change from "Submitted" to "Not Submitted Yet". You can then Edit the tender and Submit again if the deadline had not passed.

To modify responses offline, download the Excel questionnaire, update your responses, and then import the questionnaire again into the system.

To delete your response, navigate to "Details" > "My Response" and click "Withdraw Response". Then click the "Delete Response" option that appears when clicking on the three dots. Once confirmed, all previous responses will be deleted. You will return to the "My Response" page, where you will have the options to "Intend to Respond" or "Decline to Respond".

In case the buyer made changes to the envelopes in a running RfX, you will receive a notification that will contain the message "IMPORTANT! The buyer has made important changes to the response forms for this event. Any previous response to this event is now invalid. You are required to review the changes and resubmit your response to the buyer."

Access again the RfX according to the instructions in the email to be able to delete or edit your response. Then, submit the response again.



4.6. Printing a response

To view and save your response, you can download a PDF and print the file by clicking on the ellipsis ("...") at the top right > Printable view:

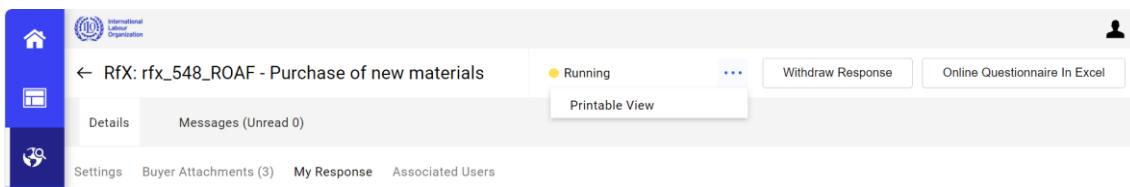


Figure 20: Preparing to print a response

The following screen will appear, allowing you to either print your tender response or download it as a PDF file:

rfx_548_ROAF - Purchase of new materials	
USER	DATE
Mario Rossi	14/12/2023 18:14:45 - Time Zone: Central European Time
BUYER ORGANISATION	
ILO	
Project Information	
PROJECT CODE	PROJECT TITLE
project_138	PROJECT FOR THE PURCHASE OF NEW MATERIALS
Response Status	
RESPONSE STATUS	LAST SUBMITTED ON
Response Submitted To Buyer	
14/12/2023 18:14:26	

Figure 21: Preview of a print-ready response

5. How to respond to ILO multi lot tenders

5.1. Preparing a response

In order to respond to the tender click on “Intend to respond”

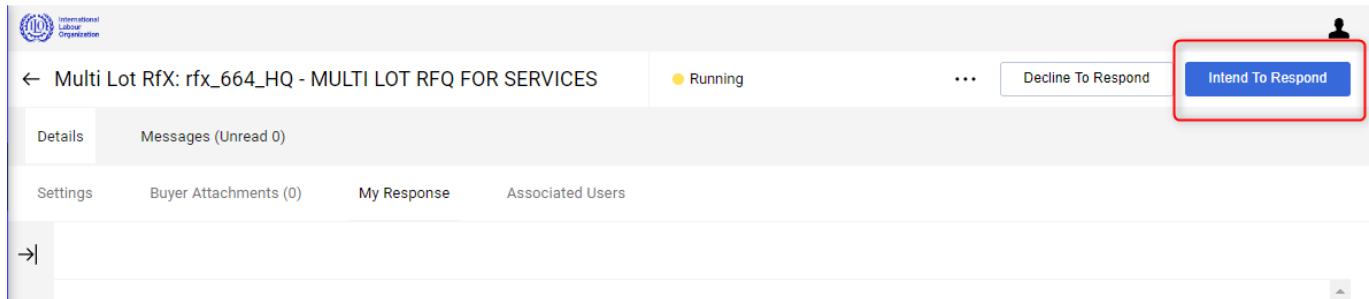


Figure 22: Beginning to respond to a multi lot RFx

5.1.1. Selecting the lots

In the following page the list of Lots in which you have been invited will appear. Select the Lot for which you would like to submit the response. Then Confirm.

Multi Lot RfX: rfx_664_HQ - MULTI LOT RFQ FOR SERVICES					Running	Cancel	Confirm
→ Showing Result 1 - 1 of 1							
	LOT ID	LOT TITLE	LOT DESCRIPTION	ADDITIONAL INFORMATION			
<input type="checkbox"/>	LOT 2	LOT 2		(no file attached)			

Figure 23: Selecting the lot

If you wish to change your selection after expressing interest, go to the tab “Selected Lots” and click on the plus to add lots or on the bin icon to remove the lot for which you no longer wish to reply.

SELECTED	LOT ID	LOT TITLE	LOT DESCRIPTION	ADDITIONAL INFORMATION
<input checked="" type="checkbox"/>	LOT 1	LOT1		(no file attached)
<input checked="" type="checkbox"/>	LOT 3	LOT 3		(no file attached)

Figure 24: Removing a lot

In the section My Response Summary, you can see the envelopes for the selected tender and you are invited to submit your proposal including the required information as outlined in the tender documents.

ENVELOPE	INFO PARAMETERS
1. Qualification Response	Missing mandatory responses (1)
2. Technical Response	Missing mandatory responses (1)
3. Commercial Response	Mandatory fields missing (2) Total Price (excluding optional sections)

Figure 25: Envelopes associated to a test RFx

Click on the Edit button for each envelope, completing the sections within the envelope and ensure that you save your responses before moving to the next envelope. If applicable, mandatory questions are marked with a *.

Upon completion of a section, click “Validate Response” to ensure that all mandatory questions are answered and that the responses provided are compliant with the required format.

Click Save and Continue to remain in the current envelope. Alternatively, click on Save and Return to exit the current envelope and navigate back to “My Response”.

Figure 26: Preparing a response

5.2. Preparing a response offline

Click the “Online Questionnaire in Excel” button to respond to the Pre-Solicitation or Procurement type offline.

Clicking the link “Download Online Questionnaire in Excel” downloads the questionnaire to your computer in the Excel format. Cells for mandatory responses are color-coded yellow. Cells for optional responses are color-coded blue.

After entering all your responses, save the file and return to the Export/Import Response page.

Use the “Browse” look-up to select your file, then click “Import Items” to upload your response. The system will run a compliance check to ensure that there are no missing rows, invalid responses, or missing mandatory responses. If all validation checks pass, the platform will upload the file. If not, you will be prompted to correct the errors indicated by the system message and you will be required to re-import the questionnaire.

Once your response is successfully uploaded, you will be returned to the My Response page where you can review your responses for accuracy and make any corrections if necessary. You have the option to Save Changes or to Undo All Changes and remove all responses.

Figure 27: Online questionnaire

5.3. Submitting a response

When the response is complete, click Submit Response on the “Details” > “My Response” page to submit your offer.

If any mandatory data is missing or invalid, a pop-up box will indicate the fields that must be corrected before the response can be submitted.

After the response is submitted, the status will change from “Response to be Submitted to Buyer” to “Response Submitted to Buyer”.

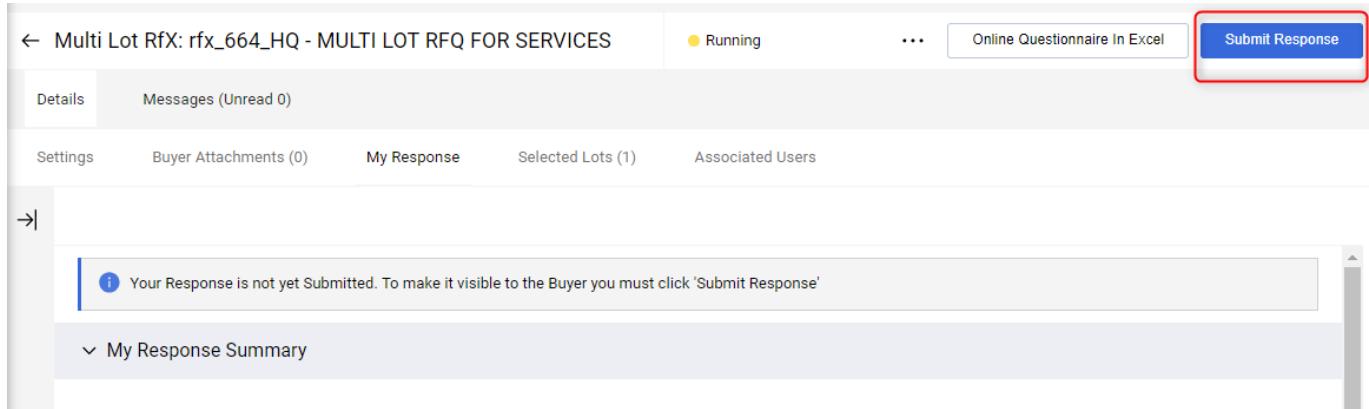


Figure 28: Submitting a response

5.4. Declining to respond

If you choose to not submit an offer, you are presented with a comment field to Enter Decline to Respond Reason Details.

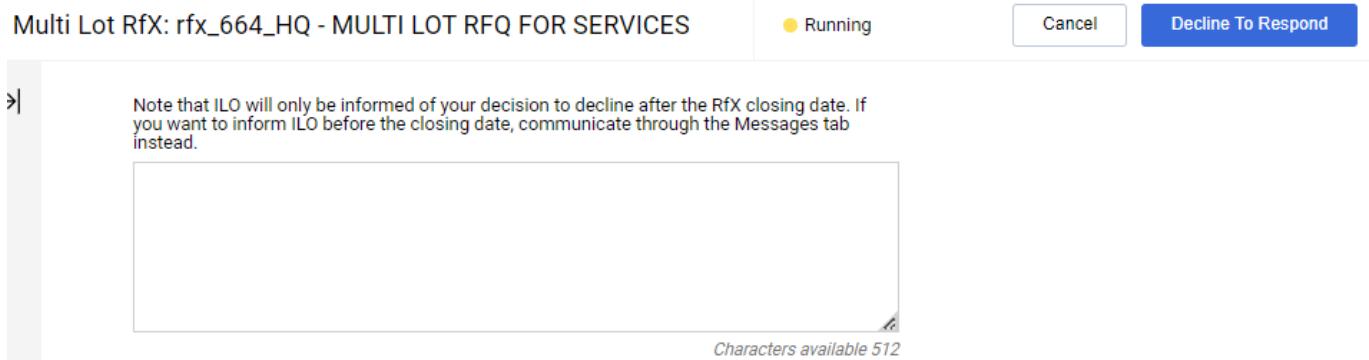


Figure 29: Declining to respond

6. How to communicate with the Buyer

6.1. Requesting a clarification on a tender

You have the ability to communicate with ILO using the 'Messages" tab, in case you have any question about the tender while it is running.

Follow these steps to send a message to the Buyer:

1. Click the "Messages" tab;
2. Click the "Create Message" tab;

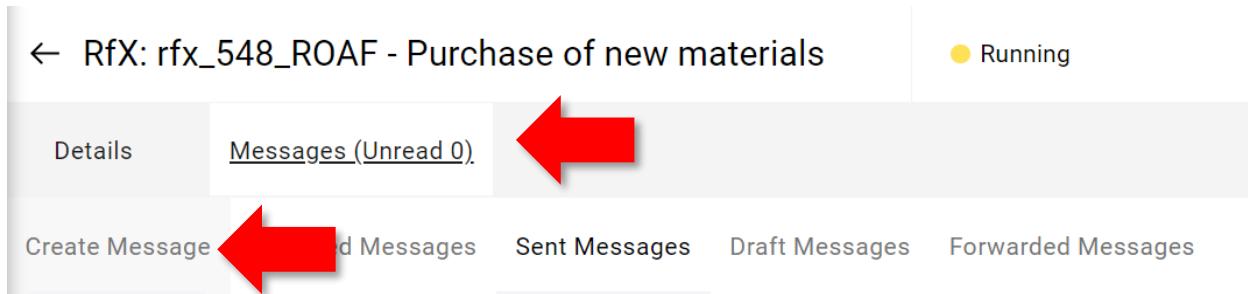


Figure 30: How to create a message

3. Enter your question and the subject;
4. Click the "Send Message" button;

Figure 31: How to submit a message to the Buyer

IMPORTANT: This message exchange is visible to you and not any other bidder; you may only submit clarification requests before the deadline for Submission of bidder Queries (visible in Details>Settings if present). If the deadline for suppliers to request clarification on the RFx content has passed, late queries can be declined.

IMPORTANT: Do not send your offer via the "Messages" tab as this may disqualify your offer.

ILO will answer bidders' clarification requests through a broadcast message sent to all bidders.

6.2. Responding to an evaluation clarification

ILO may request a clarification of a response (bid) you submitted, and as such, ILO will issue any clarifications after the deadline for response has passed, i.e. during the tender evaluation stage.

You will receive an automatic email alert from the e-sourcing platform, and you will access the clarification request either through the link contained in the alert email or via the “Messages” tab of the tender, check the clarification request sent by ILO and click on “Respond” to the message.

IMPORTANT: Do not send your offer via the “Messages” tab as this may disqualify your offer.

7. Contact and Assistance

7.1. Contacting UNGM

If you have any questions or errors while you are navigating the UNGM portal, please authenticate using your UNGM credentials to the ungm.org portal and connect to the UNGM Help Center.



Figure 32: UNGM Help Center

IMPORTANT: If you do not remember your credentials, please use the “forgotten password” functionality.

7.2. Contacting Jaggaer helpdesk

For additional information and assistance, you can contact Jaggaer helpdesk at:

+33 146 09 56 72 (France)

+39 02 12 41 21 302 (Italy)

+34 917 870 226 (Spain)

+1 877 528 2947 (United States)

0800 069 8630 (United Kingdom)

Additional Phone Numbers can be found at the following link:

<https://www.jaggaer.com/support/phone-numbers/>

You can also fill out the form below and a member of Jaggaer team will be in touch.

<https://www.jaggaer.com/submit-supplier-support-request/>

Please note that Jaggaer Supplier Support (helpdesk above) may take up to 5 business days to reply to your call or e mail inquiries so ensure sufficient lead time is observed.

7.3. Contacting ILO Procurement Team

If your request is neither related to UNGM nor to Jaggaer, please contact the ILO Procurement team at pcrt@ilo.org. Your email subject should contain the tender number and a short description of your question / error. Your email message should contain all the necessary details, including any related communications you had with UNGM and / or with Jaggaer on the same issue. Whenever possible, please add screenshots of the steps you follow and the error message(s), to expedite the resolution process.

8. Disclaimer for the Submission of Electronic Documents in ILO's e-Sourcing Platform

1. For tenders published via e-Sourcing Platform on the UNGM Portal, the ILO will only accept documents received electronically, unless explicitly stated otherwise in the ILO's Instructions to Bidders or upon the ILO's prior written authorization.
2. A proposal submitted electronically is deemed for all intents and purposes to be the true and legal version, in writing, duly authorized and executed by the Bidder with binding legal effect.
3. If the electronic files containing the proposal are corrupted, contain a virus or are unreadable for any reason, the ILO reserves the right to reject the proposal.
4. The ILO accepts no responsibility for Bidders' misunderstanding of the instructions or incorrect use of the system.
5. Bidders acknowledge and accept, with respect to electronically transmitted proposals, that:
 - a. The uploading of large electronic files may take time and as such they must allow for sufficient time to fully transmit all files prior to the bid closing time.
 - b. The ILO shall not be liable for the loss, damage, destruction, or corruption of any expression of interest or proposal, however caused.
 - c. Bidders are advised that the ILO may not discover corrupted or unreadable files submitted via the e-Sourcing Platform until after the tender submission deadline.
 - d. The ILO is not responsible for errors or failures in the Bidders' own systems, and no extension of the submission deadline or time will be granted.
 - e. The Server Clock displayed within the e-Sourcing Platform shall govern the time.